

Service Definition – Cloud Setup and Migration Services

1. Service Overview

Guidehouse's Setup and Migration Services provide end-to-end planning and execution support to help public sector organisations move securely and efficiently to cloud environments. This includes data and information structure design, stakeholder engagement planning, governance, landing zone configuration, migration execution, testing, service optimisation and business-as-usual (BAU) handover.

The service is designed for buyers who need a structured, compliant, low-risk approach to planning and delivering cloud migrations.

2. Service Scope & Objectives

Scope

The service covers:

- Data and information structure design
- Stakeholder engagement and communication planning
- Project management, governance and RAID oversight
- Technical environment setup and landing zone configuration
- Workload and data migration execution
- Migration testing and validation
- Performance tuning and right-sizing
- Operational readiness and BAU handover

Objectives

- Reduce migration and transformation risk
- Ensure alignment with public sector governance and compliance requirements
- Improve cloud performance, efficiency and cost management
- Deliver secure and resilient migration execution
- Build organisational readiness and capability

3. Service Features & Benefits

Features (from Lot 3 Consolidated Responses)

- Data & information structure design (mapping, classification, transformation planning)
- Stakeholder engagement and communication planning
- Project management and governance (RAID, wave planning, quality gates)
- Technical setup and landing zone configuration (IAM, networking, monitoring baselines)
- Migration execution (workload and data moves, testing cycles)
- Service optimisation and right-sizing (performance tuning, FinOps)
- Operational readiness and BAU handover (runbooks, support model)

Benefits

- Reduces migration risk through structured discovery and planning
- Ensures compliance and best-practice governance
- Improves performance and cost efficiency
- Aligns stakeholders through structured communication and engagement
- Supports secure and resilient migration execution

4. Service Components / Work Packages

4.1 Plan

- Discovery of environments, workloads and dependencies
- Wave planning and scheduling
- Cutover and rollback planning
- Quality gates and acceptance criteria definition

4.2 Prepare

- Landing zone configuration (identity, network, guardrails)
- Observability baseline setup (monitoring, logging)
- Environment readiness checks

4.3 Migrate

- Workload migration and data transfer
- Testing cycles (functional, performance, security)
- Issue remediation and validation

4.4 Stabilise & Optimise

- Performance tuning and right-sizing
- FinOps optimisation recommendations
- Security baseline hardening

4.5 Handover

- Runbook development
- Support model definition
- BAU transition and knowledge transfer

5. Roles & Responsibilities

Guidehouse Responsibilities

- Provide qualified migration engineers, architects and delivery managers
- Deliver structured plans, artefacts and runbooks
- Coordinate with Buyer teams and third parties
- Meet BS7858 and SC vetting levels as required

Buyer Responsibilities

- Provide access to environments, systems and SMEs
- Approve migration windows and changes
- Provide stakeholders for testing and validation

6. Onboarding & Offboarding

Onboarding

- Mobilisation workshop and requirements confirmation
- Environment access setup
- Discovery and wave planning

Offboarding

- Transfer of all artefacts, runbooks and test results
- Lessons-learned review
- Secure deprovisioning of access and credentials

7. Service Management & Reporting

- Weekly or fortnightly delivery reviews
- RAID log tracking
- KPI reporting (workload progress, risk burndown, stability KPIs)
- Support available via email, ticketing, phone and web chat (WCAG 2.2 AA compliant)

8. Security, Compliance & Standards

- Aligned with NCSC cloud security principles and ISO 27001
- Staff vetted to **BS7858:2019** and **SC clearance** where required
- Data protection and confidentiality fully aligned with **CCS General Terms**

9. Constraints & Dependencies

Dependencies

- Access to environments and credentials
- Buyer availability for testing windows
- Information on existing architectures and dependencies

Constraints

- No intrinsic constraints declared in the Guidehouse tender submission
- This Service Definition does not modify CCS General Terms

10. Pricing Model (Non-Commercial Description)

Pricing follows published Lot 3 day rates. Work is generally delivered on a time-and-materials basis, with optional fixed-scope packages by agreement. Pricing excludes VAT and travel/subsistence and complies with CCS pricing requirements.

11. Document Control

- **Service Name:** Setup and Migration Services
- **Supplier:** Guidehouse
- **Framework:** G-Cloud 15 – Lot 3 Cloud Support
- **Related documents:**
 - CCS General Terms (RM1557.15-v1.0)
 - Lot 3 Consolidated Service Responses
 - RM1557.15 Attachment 2 – How to Tender
 - Guidehouse Overarching Lot 3 T&Cs

This Service Definition must be read alongside the above documents and does not override CCS General Terms.